

CITIZEN LIAISON

DISTINGUISHING FEATURES

The fundamental reason the Citizen Liaison classification exists is to be the staff contact for citizens through a strategic approach of civic engagement, issue management and neighborhood advocacy in the Citizen and Neighborhood Resources Department. This classification does not supervise. Work is performed independently with direction by the Customer Service and Communications Director. The Citizen Liaison classification is distinguished from the Neighborhood Safety Specialist classification by the more complex nature of the assignments and issue management required.

ESSENTIAL FUNCTIONS

Investigate citizen complaints, forward information to the appropriate City department and follow up to ensure resolution. Update executive management on major issues in residential areas.

Provides guidance and assistance to neighborhood associations with complex socioeconomic problems.

Makes policy recommendations to the Director and/or General Manager on needed changes to City policies to improve neighborhood oriented service delivery and problem solving.

Facilitates neighborhood and community-based problem solving.
Provides information to the neighborhood organizations

Attends neighborhood association meetings

Prepares and conducts presentations to community groups about neighborhood programs or other issues.

Prepares management and City Council reports.

Analyzes issues and concerns and recommends innovative solutions.

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work process, and work cooperatively and jointly to provide quality seamless customer service.

Attendance and punctuality are essential functions of this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Neighborhood associations and organizations involved in providing community and neighborhood services.

Principles and practices of neighborhood and program planning.

Federal, state and local laws, ordinances, rules and regulations related to zoning and neighborhood maintenance.

Communication techniques

Principles and practices of public administration and of local government structure.

Customer service and problem resolution techniques

Ability to:

Works cooperatively with neighborhood leaders, city officials, media representatives and the general public.

Communicate effectively with citizens of varying socioeconomic backgrounds.

Act calmly, rationally, decisively and tactfully in difficult situations.

Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Manage multiple projects at one time.

Operate a variety of standard office equipment, including a personal computer that requires continuous and repetitive arm, hand and eye movement.

Perform as a team member with highly skilled professional level staff.

Obtain and possess a valid Arizona's driver's license with no major citations within the last 39 months.

Work occasional evenings and/or attend meetings is required.

Education & Experience

Any combination of education and experience equivalent to a bachelor's degree in planning, public or business administration or a related field and four years of increasingly responsible project management experience. Requires demonstrated experience interacting with the community and integrating community input. Must have demonstrated experience in initiating and managing projects involving multiple disciplines and functions.

FLSA Status: Exempt

HR Ordinance Status: Unclassified